



Choose **VA**

SNAPSHOT VISN 6
2018

WWW.VISN6.VA.GOV



MESSAGE FROM THE DIRECTOR

OUR MISSION IS TO SERVE THOSE WHO HAVE SERVED US.

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The VA Mid-Atlantic Health Care Network provided care for **390,808** Veterans in FY2017. We had **6.2 million** outpatient encounters and **28,626** hospital admissions.

It is our belief that every Veteran is an individual who deserves the best care – we owe that to them.

Most of our patients are from the Vietnam era at **141,465** registered users. The other top registered users are Veterans who participated in the Iraq and Afghanistan conflicts at **45,312** enrolled. Our Veterans range from ages 19 to 102-years-old.

VISN 6 provides care for Veterans at **seven** hospitals and **33** clinics in North Carolina and Virginia. Through the VA modernization process, our programs allow us to provide care to **9,900** Veterans through TeleHealth in the comfort of their homes.

Our goal now is to focus on modernizing the VA and look at everything we do and all the different types of health care we provide, and ask ourselves this one question – how can we do it better for our Veterans?

VA modernization is looking at things differently. Instead of building more departments or spaces, we are looking at every program to see what needs to expand and what we can use our community partners for - always returning to the main question, what is right for our Veterans?



TOP PHOTO: The \$6.7 million Fayetteville Rehabilitation Clinic opened in May of 2017. **TOP-RIGHT PHOTO:** Deputy Chief of Staff Christie Emler visits with Durham VA Health Care System Gerofit participants February 12, 2018, during a workout session held at a local sports club. Gerofit, a program pioneered at Durham, is a fitness program specifically designed for Veterans 65 and older. **RIGHT PHOTO:** Veteran Daniel Glanz shows off the new prosthetic hand, an iLimb Quantum, which he received at McGuire on May 8.



Mrs. Seekins with Hampton Veteran.
VISN 6 Network Director



NUMBER OF VETERANS
WE PROVIDED CARE FOR

390,808

NEWLY RETURNING
VETERANS

45,312

VIETNAM VETERANS

141,465

WOMEN VETERANS SERVED

42,228

We want our Veterans to experience a whole life that engages their body, mind and soul. We are no longer in the business of health care, but health. VA's modernization is treating the whole Veteran, and empowering them to find balance and wellness. Caring for our Veterans where and how they want to be cared for - that is our mission at the VA.

D. Anne M. Seekins
VISN 6 Network Director

NUMBER OF OUTPATIENT
ENCOUNTERS **6.2M**

NUMBER OF HOSPITAL
ADMISSIONS **28,626**

FINANCIAL SNAPSHOT AND SERVICES BY THE NUMBERS

OPERATIONAL BUDGET: \$3,580,185,476.59

 LAND & STRUCTURE: \$73,251,786.98	 MEDICATION: \$206,467,756.85	 SALARY & BENEFITS \$1,953,929,383.46
 CONSOLIDATED MAIL-OUT PHARMACY \$40,326,513	 EQUIPMENT \$124,544,864.42	 ALL OTHER \$1,221,991,684.88

WORKLOAD

Outpatient Visits
4,741,750



Veterans Served
390,808



Telehealth Visits
121,700



Bed Days of Care
21,950



Surgical Procedures
26,859



Emergency Dept. Urgent
Care Visits
175,090



WORKFORCE



Physicians

For physicians, VISN 6 increased from **1,613** employees at the end of 2016 to **1,664** at the end of 2017. This is a growth rate of **3.2%**.



Registered Nurses

For RNs, VISN 6 increased from **4,068** employees at the end of 2016 to **4,134** at the end of 2017. This is a growth rate of **1.6%**.



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HOMELESS PROGRAMS

Homeless programs provided services to **3,643** homeless Veterans. Additionally, the VA Supportive Services for Veteran Families, a community grant program to local non-profits, saw **1,340** homeless Veterans. Across all services there were **1,577** permanent housing placements.



Help for Homeless Veterans
877-4AID-VET
 va.gov/homeless (877) 424-3838

SECVA TOP PRIORITIES

NUMBERS FROM FY2017



Priority #1: Greater Choice

✔ **Community Care has authorized how many appointments in FY17?** **168,600**

✔ **How many healthnet partners do we have?** **22,471**

✔ **Greater Choice for our Veterans with the launching of the access to care website:**

www.accesstocare.va.gov



Priority #2: Improve Timeliness

Improved the Veteran Experience

✔ **71.9%** of Veterans were completely satisfied or satisfied with urgent access to care (SHEP V6 FY17).

✔ **82.5%** of Veterans were completely satisfied or satisfied with routine access to care (SHEP V6FY17).

✔ From 2016 to 2017 number of overall employees (all occupations) increased from 17,988 to **18,533**. This is a growth rate of 3.0%.

✔ VISN 6 saw **9,694** more Veterans from FY16 to FY17.

Telehealth to Improve Timeliness

- VA Telehealth visits: **121,700**
- Number of Veterans Served by Telehealth: **42,000**
- Veterans served by TeleMental Health: **5,899**
- Home Telehealth visits: **68,500**
- Video Telehealth visits: **29,800**
- Store and Forward Telehealth (sending consults to improve timeliness): **23,300**
- Care for Rural Veterans: **4,357**

WWW.VISN6.VA.GOV



Video Telehealth

**12,441
VETERANS**



Home Telehealth

**9,922
VETERANS**



Store-and-Forward
Telehealth

**22,491
VETERANS**



Priority # 3: Suicide Prevention

- Suicide Prevention training was implemented to all staff throughout VISN 6. This training focused on initial response and to ensure warm handoffs for every Veteran in crisis to the appropriate staff.
- In 2018, Primary Care Mental Health Integration competency program will provide all Primary Care staff training on assessments and referral for suicidal risk factors. This will ensure increased screening for symptoms/issues with depression, PTSD, MST, SUD, and Homelessness traits and referral to appropriate services.
- Increased Suicide Prevention Staffing levels at all VISN 6 facilities.
- Mental Health continues to collaborate with the Opioid Safety Initiative and Psychotropic Drug Safety Initiative to ensure there is safe and controlled access to help reduce suicide risk factors.

GETTING TO ZERO



Priority #4: Focus Resources

- The one consult template offers VA providers, VA clinic staff and community care staff a new community care consult template that standardizes and streamlines the internal and external consult process.
- The new consult tool box documents, standardized and tracks statements into a consult order. This tracks the Veteran's journey through the community care experience by VA and community care providers.
- The Patient Care Coordination and Assessment System (PCCAS) allows staff to view patient consult information, create, assign, and track care coordination tasks, and set reminders and alerts for each episode of care.
- More focus on the use of community care providers, affiliations and DoD partnership through local market analysis.



Senior leaders in VISN 6 continually review every aspect of the newly established six foundational services: **Prosthetics, Mental Health, Geriatrics and Extended Care, Urgent Care, Primary Care, and Care Coordination.** They review the cost of care, quality of services, supply and demand, delivery model, and patient experience to further enhance the service to ensure we give our Veterans the best care anywhere.



Priority # 5: Modernization

Boldly redefined Veteran-Centered model of health care delivery

- Direct messaging allows VA to receive medical records in a national (beyond VA) format that is generated and read by most electronic medical record systems with notification of receipt.
- Virtru Pro allows VA providers and community care staff to communicate with community providers via secure email system.
- Community viewer program sends referrals to community providers securely giving them access to Veteran records; a new platform which is similar to the joint legacy viewer.
- Clinician User Interface (CUI) allows communication exchange of health information among community providers, VA providers, community care staff, and potential scheduling and care coordination contractors.
- VISN 6 is a leader in the National Opioid Reduction efforts.



GROWTH!

WE STRIVE TO BE MORE THAN JUST A HOSPITAL—WE'RE YOUR SECOND HOME.



1. Richmond VA Medical Center broke ground on its first parking garage in FY17. The new 300 space garage will open in 2018.
2. Hampton's new \$8.1 million 25,000 -square-foot Outpatient Mental Health Building is opened April 2018. This will enable same-day services, a state-of-the-art PTSD program and Transcranial Magnetic Stimulation.
3. The Salisbury VA Medical Center opened an additional 160 parking spaces with the partial opening of a brand-new parking garage in November 2017. The second floor of the parking garage is expected to be made available once construction work is completed on the parking garage elevator in 2018.
4. The \$6.7 million Fayetteville Rehabilitation Clinic opened in May of 2017. This is shining example of VA and DOD working together to improve access to care, patient satisfaction and provide cost effective resource sharing.
5. The Asheville VA Medical Center opened a Sleep Disorders Center

- (SDC) in 2017. The center consolidates sleep services and adds the capability for all-night sleep studies. The SDC will see more than 6,000 Veterans and will add more than 2000 new sleep study consults annually. The SDC will also be the one stop shop for Continuous Positive Airway Pressure (CPAP) monitoring and supplies.
6. In 2017, Durham VAHCS completed renovation of its 5-Star, 100-bed Community Living Center allowing for more single occupancy rooms to improve access and patient experience. As part of the project, DVAHCS began construction of its new 10-bed hospice wing, which will be complete in spring 2018. The new 14,540-square-foot, state-of-the-art wing will provide a tranquil environment for terminal patients to receive personalized care in a homelike setting.
 7. Construction of the \$16 million Salem VAMC Boiler Plant is due for completion in 2018. The new Boiler Plant will house three 700 BHP and one 200 BHP boilers.





EVMS
Eastern Virginia Medical School

Duke
UNIVERSITY



UNC
GLOBAL



WAKE FOREST
UNIVERSITY

THRIVING TOGETHER

HERE'S SOME EXAMPLES OF VISN 6'S TOP AFFILIATIONS AND PARTNERSHIPS



Photo Credit By Roanoke Times



SALEM

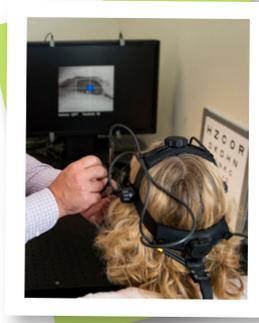
Did you know that brushing your teeth reduces your risk of developing pneumonia? Salem VA Medical Center, Sacramento State University School of Nursing, and Sutter Medical Center partnered together to pilot Project HAPPEN (Hospital Acquired Pneumonia Prevention by Engaging Nurses to provide oral care) and found this simple intervention improves the quality of life and health of our Veterans in addition to shortening hospital length of stay. The pilot project at Salem VA Medical Center's Community Living Center (CLC) units reduced hospital acquired pneumonia by 92% from the baseline, thus more than \$1.92 million dollars as of October 31, 2017; 48 cases were prevented during that time with an average cost of \$40,000 each.

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RICHMOND

McGuire VA Medical Center and their partnership with Virginia Commonwealth University for Parkinson's Disease Research, Education and Clinical Center (PADRECC) secured a \$1 million grant from the Michael J. Fox Foundation to help continue research on a revolutionary new process to assist in diagnosing movement disorders years before traditional methods. "The implications are staggering for how significantly this will impact the field of neurology, health care costs, misdiagnosis rate, patient and caregiver burden, medication response, quality of life, and more," according to Dr. George Gitcheh, Director of PADRECC.



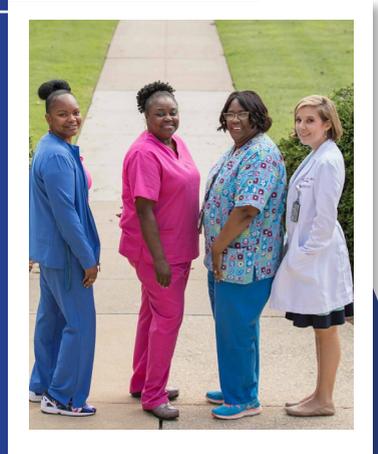
FAYETTEVILLE

Fayetteville VA Medical Center reaps great rewards from continually expanding VA and DOD partnerships. Resource sharing agreements are in place with Womack Army Medical Center on Fort Bragg, Naval Medical Center Camp Lejeune and Seymour Johnson Air Force Base' 4th Medical Group. The Womack agreement includes many specialty services not available to our Veterans at the Fayetteville VAMC. Additionally, Fayetteville VAMC surgeons are utilizing Womack's Operating Room suites during our OR renovation project. The \$6.7 million Fayetteville Rehabilitation Clinic opened in 2017. This is a shining example of VA and DOD working together to improve access to care, patient satisfaction and provide cost effective resource sharing. The Joint Incentive Fund-financed rehabilitation clinic allows Fayetteville VAMC and Womack AMC to combine staff to provide outpatient services for physical therapy, occupational therapy and speech pathology for Veterans, active duty and family members. The Naval Medical Center Camp Lejeune sharing agreement allows emergent care and inpatient admissions at the Marine Corps facility with reciprocated active duty admissions at Fayetteville VA. The Seymour Johnson AFB partnership includes opportunities to share services such as Diagnostic X-Ray, Physical Therapy, Mental Health, and Coumadin Clinic. VA and DOD consolidating their efforts to support Veterans, and service members is necessary for a future that holds expanding patient populations.



HAMPTON

Hampton VA Medical Center established a joint surgical training program with Eastern Virginia Medical School Dermatology Residents. This model of synergistic training and care delivery has received national attention. The only other known organization that integrates Plastic Surgery and Dermatology into an Institute is Cleveland Clinic. Physicians have been able to increase the number of in-house procedures to improve access to dermatologic and skin cancer treatment while improving patient satisfaction.



DURHAM

The VA Nursing Academic Partnership was funded for two tracts by the Office of Academic Affiliations. The Gero-Primary Care Program completed its first year in November 2017 with the successful hiring of the two Nurse Practitioners (NP) residents into available positions. The Psych Mental Health Residency Program has completed its third year with the two NP Residents accepting positions at other VAs. The residents are Nurse Practitioners, fully credentialed, who complete a year of specialized education in their discipline. This partnership with Duke School of Nursing has also funded faculty positions at Duke and the VA. As many as twelve NP students select the Veteran-centric curriculum and complete the majority of their clinical hours in VA settings. They may also receive a stipend for some clinical hours. This program is one of five sites across VA building the body of evidence that supports the residency model of graduate education for Advance Practice RNs.



ASHEVILLE

The Charles George VA Medical Center is proud of its partnership with Asheville Buncombe Community Christian Ministry (ABCCM). ABCCM is one of the key nonprofit organizations addressing poverty, hunger, homelessness and access to health care for the under-served in Buncombe County, serving around 50,000 individuals each year. Together, both organizations support Veterans via state and federal grants. ABCCM partners with the Charles George VA Medical Center Veterans Homeless Program during their annual Stand Down. Through a state grant, ABCCM provides clothing and food to Veterans in need during this event. In addition, ABCCM provides shelter, employment and training opportunities through the Veterans Restoration Quarters, which is partially funded by the federal Grant Per Diem program, and works in tandem with the Charles George VA Medical Center Social Work Services. Together both agencies have successfully met the physical and psycho-social needs of Veterans living in Buncombe County and surrounding areas.



SALISBURY

The Salisbury VA Health Care System has successfully launched the first free-standing cardiac catheterization lab within VA at Kernersville Health Care Center. Their close association with Wake Forest Baptist Health System has ensured the highest level of talent and quality of care delivered to area Veterans.

Stand by Them. **We'll Stand by You.**

Show Your Support for Veterans in Crisis

The Veterans Crisis Line is a toll-free, confidential resource that connects Veterans in crisis and their families and friends with qualified, caring U.S. Department of Veterans Affairs responders. Veterans and their loved ones can call **1-800-273-8255 and Press 1**, chat online at **VeteransCrisisLine.net**, or send a text message to **838255** to receive support 24 hours a day, 7 days a week, 365 days a year, even if they are not registered with VA or enrolled in VA health care. Show your support for our Nation's Veterans and their families by raising awareness of the Veterans Crisis Line. View and download ready-to-use materials at **VeteransCrisisLine.net/SpreadtheWord**.

Spread the Word Online

Download a variety of online banner ads and badges to use on your website and link to the Veterans Crisis Line. Banner ads and badges are available in standard sizes for public sites.

Download Print Materials

You can download Veterans Crisis Line materials and print them from your own computer. Multiple versions of full-color and black-and-white posters and flyers are available for download, as well as a public fact sheet.

Show Your Support on Social Media

Share information about the Veterans Crisis Line with followers on your social media networks. You can share Facebook posts and tweets, download profile and cover images for your pages, and share supportive graphics on your feeds.

Display Veterans Crisis Line Logos

Want to include the Veterans Crisis Line logo on your own materials or website? The Veterans Crisis Line logo is available for download in a variety of formats.

Contact Your Local VA Suicide Prevention Coordinator

Suicide Prevention Coordinators (SPCs) are at every VA Medical Center across the country and can support your post's outreach efforts and provide suicide prevention training and collateral materials. Visit **VeteransCrisisLine.net/ResourceLocator** to find your local SPC.

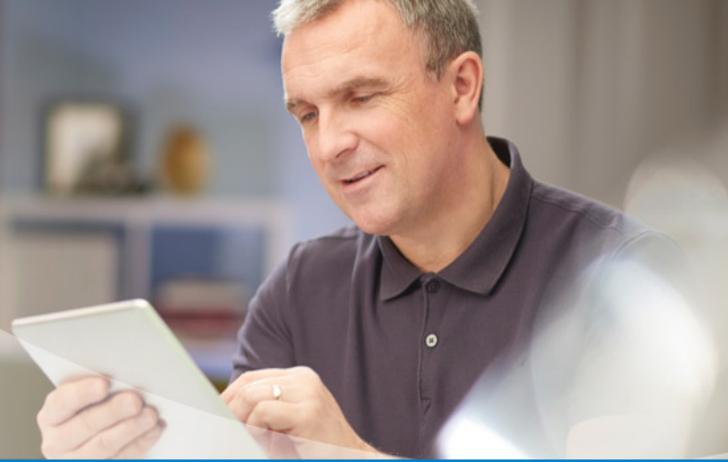


..... Confidential chat at **VeteransCrisisLine.net** or text to **838255**

Welcome to

VA Mobile

Aiming to improve the health of Veterans by providing technologies that expand clinical care beyond the traditional office visit



VA App Store

VA Mobile releases new Apps for Veterans regularly. Check here often for new information about available Apps.



VA Online Scheduling



VA Video Connect



Airborne Hazards and Open Burn Pit Registry



VA **BETA** App Store

We want your Feedback!

Learn more about digital health at VA and how it improves care for Veterans.

[Test VA Apps »](#)



VA's Online Personal Health Record

My HealthVet allows Veterans to refill prescriptions, message their care teams and access their personal health record online.

[Learn More »](#)



VA Online Scheduling

VA Online Scheduling

Veterans can now manage their VA appointments online through My HealthVet.

[Learn More »](#)

MAKE THE CONNECTION

Asheville VAMC

1100 Tunnel Road Asheville, NC 28805
828-298-7911
www.asheville.va.gov

Durham VAMC

508 Fulton St. Durham, NC 27705
919-286-0411
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Fayetteville VAMC

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Hampton VAMC

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Richmond VAMC

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Salem VAMC

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Salisbury VAMC

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